



# Bosco Dsouza

## Customer Service

Intend to build a career in an esteemed organization with committed and dedicated people which will help me to explore myself fully and realize my potential to work as a key player in challenging and creative environment.

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## WORK EXPERIENCE

### Customer Service Executive Spicejet Airlines Limited

05/2019 - 01/2020

Mumbai, India

#### Achievements/Tasks

- • Check-in counters • Boarding gates • Arrivals • Baggage Makeup and Break-Up Area • Airline ticketing office • Lost and Found • Cash Handling

### Guest Service Associate The Fern Residency

09/2018 - 03/2019

Mumbai, India

4 star hotel

#### Achievements/Tasks

- • Processing Check-ins/Checkouts • Handling reservations • Telephone operations • Handling guest requests • Courtesy calls and wakeup calls •
- Travel desk and concierge service • Luggage handling • Maintaining documents • Forex exchange • Updating guest information and maintaining good relations during guest stay

### Industrial Training Hyatt Regency

12/2016 - 04/2017

Mumbai, India

#### Achievements/Tasks

- Specialization in Front Office
- Housekeeping
- Food and Beverage Service
- Culinary (Bakery and Kitchen)

## EDUCATION

### Bachelor of Arts in International Hospitality and Tourism Management

Queen Margaret University / United Kingdom

06/2015 - 06/2018

### Bachelor of Arts in International Hospitality and Tourism

ITM University / India

06/2015 - 06/2018

## SKILLS

Quick learner

Adaptability to any working environment

Positive approach

Set goals and target to achieve before time

Good communication skills

Understanding customers

Multi-tasking

Attention to detail

## ACHIEVEMENTS

### Employee of the month (11/2018 - 11/2018)

Reward for most number of guest appreciation for friendly and helpful nature

### Spirit of Hospitality (11/2018 - 11/2018)

Participated in Spirit of Hospitality training workshop

### Positive reviews on Trip advisor (09/2018 - 03/2019)

Being recognized by the guest for providing a pleasant and memorable service.

## LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Marathi

Full Professional Proficiency

Konkani

Full Professional Proficiency

## INTERESTS

Target to learn something new each day

Playing cricket

Socializing

Gardening

Travelling or Exploring places